

## How to Communicate a Question of Concern

The Board of Directors recognize there are times when a parent, resident, taxpayer, or employee may have a question, concern, complaint, suggestion or request and is uncertain as the procedure to follow in contacting the school district. Many parental questions are easily and completely answered by communicating directly with the educator in charge of the class or program. Communication is key in solving any problem. Please do all you can to effectively communicate with the teacher and/or individual to gather the complete story. Your child's success is our main goal, and we are here to work together to achieve this goal.

Listed below is a flowchart/chain of command that should be of assistance when addressing an issue. Each situation should be addressed at whatever level the initial action was taken with appeals moving on to the next level on the chain of command. Please visit our website staff directory for contact information.

To ensure the timeliest resolution to your concern and/or question, first contact the teacher, counselor or principal so that he or she can respond without any undue delay. The Board of Directors creates policy; it is the responsibility of the administration and professional staff to execute those policies.

### Parent/Guardian & Community Communication Process Flowchart – Chain of Command

Area of Concern	First Level	Second Level	Third Level	Fourth Level	Fifth Level
Child Abuse	Child line 800-932-0313				
Athletics	Coach	Athletic Director	High School Principal	Superintendent	Board of Directors
Facilities Request	Building Principal	Athletic Director	Director of Facilities	Superintendent	Board of Directors
Attendance	Building Secretary	Building Principal	Superintendent	Board of Directors	
Transportation: Contractors & Routes	Business Manager	Superintendent	Board of Directors		
Business Office	Business Secretary	Business Manager	Superintendent	Board of Directors	
Curriculum/Academic	Teacher	Principal	Superintendent	Board of Directors	
Instruction	Teacher	Principal	Superintendent	Board of Directors	
Classroom management	Teacher	Principal	Superintendent	Board of Directors	
Discipline	Principal	Superintendent	Board of Directors		
Facilities	Building Maintenance	Director of Facilities	Building Principal	Superintendent	Board of Directors
Guidance	Building Counselor	Building Principal	Superintendent	Board of Directors	
Special Education	Teacher	Principal	Director of Special Education	Superintendent	Board of Directors
Student Concern	Teacher	Principal	Superintendent	Board of Directors	
Technology/Computer: Hardware & Software	Teacher	Director of Technology	Principal	Superintendent	Board of Directors
Bus Discipline	Building Principal	Superintendent	Board of Directors		

Elementary Principal, Mrs. Mary McClintock  
 Director of Special Education, Ms. Randi Dickinson  
 Business Manager, Mr. Doug Lindner

High School Principal, Mr. Ed Pietroski  
 Director of Maintenance, Mr. Chris McMahon  
 Superintendent, Mrs. Patti Cross

Athletic Director, Mr. Josh Popowycz  
 Director of Technology, Mr. Lance Mabus